

Fermilab Service Desk

Hardware Service Request Procedures

Software tools:

Remedy, EquipDB, MisJob, DecisionOne Astea

Client:	Fermilab
Date :	2/10/2010
Version :	2.0

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GENERAL

Description	This document establishes the Hardware Service Request (HSR) Business Procedures		
Purpose	The procedures provide the necessary steps and details for the Service Desk agent to initiate Hardware Service Request communications with 3 rd party vendors and to track work activities in the resolution of these requests. While in the transition phase between the old Service Call process (EquipDB and MisJob) and Remedy 7.x CMDB, all requests will be entered and tracked in both MisJob and Remedy ticketing systems.		
Disclaimer	This document is intended to be used by qualified Service Desk agents using approved Windows operating system, software and access to relevant databases.		
Applicable to	N/A		
Supersedes	N/A		
Document Owner	<i>Fermilab Service Desk</i>	Owner Org	<i>Computing Division</i>
		Revision Date	<i>02/4/2010</i>

VERSION HISTORY

Version	Date	Author(s)	Change Summary
1.0	1/25/2010	Allen Forni	Completed the Decision One procedures and checked other procedures for completeness. Moving version to 1.0 as this document is complete up to but not including Managing Open Hardware Service Requests.
1.1	1/25/2010	Allen Forni	Corrected spelling errors
1.2	1/28/2010	Allen Forni	Adding Managing Open HSR section
1.3	1/29/2010	Allen Forni	Changed logic in Managing Open HRD sections for KOI, ACE, SUN STC
1.4	2/4/2010	Allen Forni	Changed 4.3 Decision One (D1) procedures. Added procedures to cover Traditional support.
1.5	2/10/2010	Allen Forni	Editing changes outlined during review
2.0	2/10/2010	Allen Forni	Moving document into DocDB after final approval

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1.0 HARDWARE SERVICE REQUEST PROCESS FLOW

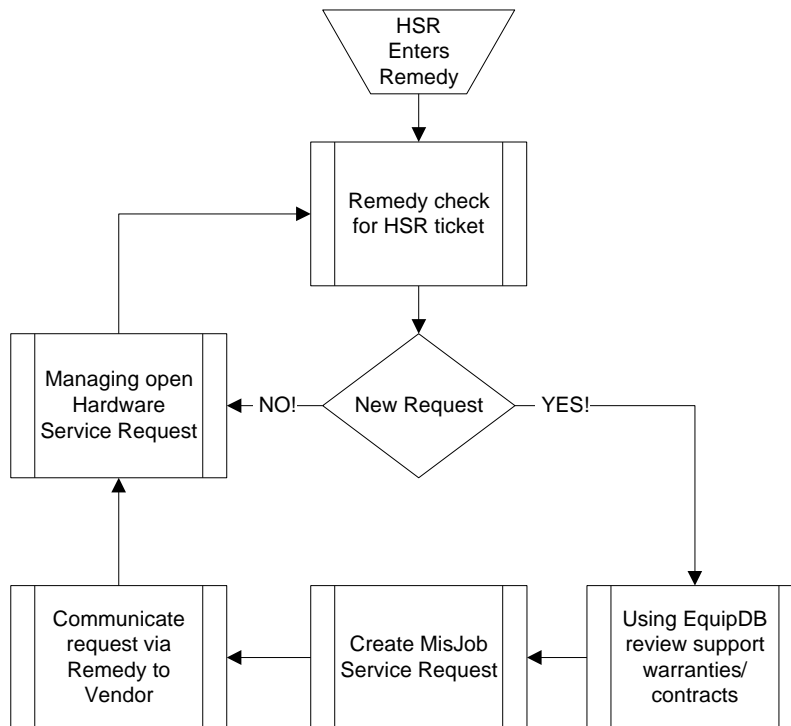
Description

Hardware Service Requests are submitted through an online Remedy web form that generates a request ticket. These requests are processed through procedures and policies defined in this document.
Hardware Service Request is defined for the purpose of this document as a request to have an IT hardware device restored to working condition (break/fix), upgrade enhancement, new install, or move.

Hardware Type

Desktops, Laptops, Servers, Printer, Data Center equipment.

Hardware Service Request (HSR) Process Flow Using EquipDB, MisJob and Remedy



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2.0 EQUIPDB PROCEDURES

Description	EquipDB: Equipment database that holds asset, warranty and contract, service provider information.
Purpose	Database is used to verify the type of support coverage (warranty, contract...) prior to generating a vendor hardware service request.
Access	An account on <i>misprod1</i> is required to access the EquipDB web site. Web address is: http://appora.fnal.gov:7777/forms90/f90servlet?form=MISCOMP.fmx



2.0 EQUIPDB DEFINITIONS

Field name	Description
+	Clicking the “+” will pop-up additional details relating to the field to the left of the plus sign.
Class Name	A shorten description of the asset
Owner	Lab ownership (Div/Section/...) When this field is <i>FL/CD</i> , there is no need to request a project task code for repairs when using a <i>Job Priority</i> of (<i>Per Event</i> , <i>Upgrade/Install</i>)
Prop #	Fermilab Property tag number
Serial #	Serial number on the asset
Service Provider	May hold the name of the Vendor who has the support contract
System #	A number created when the asset was registered to have a network IP address.
System Name	Typically a network host name, but could also be used to identify a larger system that has several components.
Wty	Holds a “Y” if the asset is still under a Warranty

2.1 EQUIPDB SEARCH PROPERTIES

Properties	Field name	effectiveness when searching
System Number	System #	Best
System Name (Node name)	System Name	Next Best
FNAL Property: number	Prop #	As Good
System Serial Number	Serial #	~Okay

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Use the one of the asset attributes from the table 2.1 EquipDB Search Properties.

1. Go to "Inquiry" and select "Service Call Inquiry"
2. Look up the equipment details and warranty/contract coverage

If you hear a tone when entering, you are not in the entry mode – click Clear/Query and check to see that all fields are blank before proceeding.

- a. Enter into the corresponding field name the asset search properties data and click the **Query** button to pull up the asset item.
Use only one asset search property when searching
- b. The "**Owner**" field provides the data to populate the "**Responsible Group**" in MISJOB
 - i. If the "**Owner**" field is "**FL/CD**" a project task code is not needed when filling out MisJob.
- c. Click the "+" symbol to retrieve additional details about the support coverage.
 - i. Fields: **Actor**, **End Date**, **Proj End date**.

The screenshot shows the MISCOMP: Service Call Inquiry window. The form includes fields for User (FORN), System # (S28615), System Name (D0CS0972), CD Ref#, Prop #, Serial #, System Managers, Group User (FL/CD/SCF/FEF), Individual User, Locations, System Manager Comment, and System Purpose (CABSRV2,PBS). Below the form is a table with columns: Prop #, Serial #, Class Name, Owner, Start Date, Abbr, Service Provider, Proj End Date, and a '+' button. A red box highlights the table, and a red arrow points to the '+' button. A second window, MISCOMP: Service Call Inquiry: Warranty, is shown below the main window, displaying a table with columns: Abbr, Actor, Start Date, End Date, Proj End Date, and Comment. The table contains one row with data: WOB, DELL (D1-54345), 10/13/2007, 10/12/2010, and empty cells for Proj End Date and Comment.

3. Review the warranty information as this will need to be match to MisJob "Warranty Group" or "Contract Group".
 - a. If Warranty or Contract information is blank or expired, contact requester via Remedy tool Email to get confirmation on placing a Service Request with DecisionOne. A project task code will be needed if the Owner is not FL/CD.
4. Proceed to 3.0 MisJob Entry Procedures.

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3.0 MisJOB ENTRY PROCEDURES

Description	All Hardware Service Requests are Open, Closed and Monitored using MisJob.
Purpose	Daily reports are auto-generated showing active and resolved Hardware Service Requests. These reports are sent to the vendor and to the Service Desk for monitoring. SLA requirements are calculated within these reports.
Access	An account on <i>misprod1</i> is required to access the MisJob web site. Web address is: http://appora.fnal.gov:7777/forms90/f90servlet?form=MISJOB.fmx

MISJOB is an active database when you click the save button data is entered into a Job ticket. You can modify existing tickets, change the status, but you cannot delete a Job ticket. Ensure you have the required information to create a MisJob ticket...

- At least one item from 2.1 EquipDB Search Properties
- Owner from EquipDB query
- Task number (needed if the Owner is not "FL/CD")

3.0 MisJOB DEFINITIONS

Job Priority (On Job tab)	
24x7	Usage based on information in Contract Group or Warranty Type
Normal	Used with Service Groups (ACECOMP, ASA,KOI, SILICONMEC, DELL-5434569)
Per Event	Decision One contract only
Per Event Priority	Decision One contract and VIP ticket
Traditional/Basic	Decision One contract - see "Contract Group" field
Traditional/Premium	Decision One contract - see "Contract Group" field
Traditional/Prime	Decision One contract - see "Contract Group" field
Upgrade/Install	Decision One contract - Install/Move/Add/Change (IMAC)
Service Group (On Job tab)	
ACECOMP	Ace Computers under warranty!
D1	Used for Decision One Service Types not otherwise defined below.
D1-5434569	Usage special D1 covering a set of Dell Servers!
D1ASA	Contracted to D1 - ASA Computers under warranty!
KOI	KOI Computers under warranty!
SILICONMEC	Silicon Mechanics under warranty!
STC24	SUN storage systems under warranty or contract!
SUN	SUN systems under warranty or contract!
Service Type (on Job tab), Request Type (on Service Request tab)	
Installation	Usage adding new IT components to something.
Repair	Usage when there is a break/fix
Upgrade	Used when there is a request to have an IT component enhancement e.g more memory, bigger disk, etc.

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1. Open the Remedy ticket and determine the “Request Type” (see 3.0 MisJob Definition Table)
2. Launch MISJOB, go to **Service Requests** tab:
 - A. Select **Request Type** from the pull down
 - B. Select **Request Origin** from the pull down (Remedy tickets = “WWW”)
 - C. Enter the **Responsible Group** (obtain via EquipDB query of asset “Owner” field)
 - D. Enter the Requester **Badge** number from the Remedy ticket
 - Click the enter key to populate fields
 - E. Enter the **Problem Description** from the Remedy ticket (copy and paste)
 - Remove any budgeting information (project task codes)
 - Format information for ease of reading.
 - F. “Save” to generate the **Request #** and **Entry Date**
 - If you need to modify the Entry Date to align it with when the request was received, now is the time to do this. Don’t forget to click the Save when you have modified the entry date.

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The screenshot shows the MISJOB_MAIN application window. The left sidebar contains a tree view with options: Service Requests, Job, Job Cost/Assign, Job Status, Material Move, Mat Move Status, Mat Move Cost, Reports, Job History, and Job Hold History. The main area is divided into several sections:

- Service Only:** Includes a 'Service Only?' checkbox (labeled A) and a 'Summary Report' button (labeled J).
- System Information:** Fields for Id, Creator, Create Date, Last Updater, Last Update Date, System #, System Name, System Location, System Id, Transaction Type, and Return Status.
- User Information:** Fields for User Task# (labeled H), User Proj#, User BC, and a 'Clear Task' button.
- Property/Model:** Fields for Property # (labeled A), Model, Serial #, Description, Manufacturer, Asset Location, Device Name, and Comments.
- PO/Warranty/Contract:** Fields for Po Vendor, Po Date, Po #, Warranty Type, Warr. Start Date, Stop Date, Warranty Group, and Contract Group.
- Request/Job Details:** Fields for Request #, Rform #, Job #, Mat. Move #, Origin. Job#, Parent Job#, Service Group (labeled B), Service Type (labeled C), Job Location (labeled D), Vendor Log # (labeled K), Vendor Log Date (labeled E), Job Priority (labeled F), Job Due Date, Current Status, Current Status Date, Current Status Comment, Problem Description (labeled G), Copv from Request, Actual Trouble, and Action Taken.

3. **Job** tab, fields required to be completed:

- Enter **Property #** and click enter to pull the data (obtain from EquipDB query of asset)
Not all assets have property numbers - when this occurs, you will need to use the **System Name**, **Serial #**, **Model** description to define the asset.
- Select **Service Group** from the pull down (See table: "3.0 MisJob Definitions" for the listing)
 - Based on the EquipDB search results for **Wty** field the service group will be:
Wty = cleared, Service Group is **D1**
Wty = "Y", Service Group is based on the **Actor** field (click the **+** to the right of **Wty**)
If **Actor** field = "DELL COMPUTER", then Service Group is **D1**
- Select **Service Type** (See table: "3.0 MisJob Definitions" for the listing)
- Select **Job Location**
 - Review the Remedy ticket to determine if the device location has changed from what is indicated in the Asset Location field.
 - If no change is indicated then click button "Copy Svs Loc"
 - If there is, then enter part of the new location and search (F8) to pull up the listing.
- Click **Vendor Date** to populate current date/Time the ticket was opened to the vendor
 - If you need to modify the Vendor Date to align it with when the request was submitted to the vendor, now is the time to do this. Don't forget to click the Save when you have modified the Vendor Date.

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- F. Select **Job Priority** from the pull down (See table: "3.0 MisJob Definitions" for the listing)
- a. Based on what the EquipDB search found, select the matching Job Priority

EquipDB Service Provider	Job Priority
DECISION ONE BASIC	Traditional Basic
DECISION ONE PRIME	Traditional Prime
DECISION ONE PREMIUM	Traditional Premium

OR

EquipDB Wty = "Y" and the Actor field (after you click the +) is equal to:	Job Priority
DELL (D1-5434569), ASA (D1-4598268), ACECOMP, KOI, SILCONMEC	Normal
DELL COMPUTER	Per Event

OR

EquipDB fields: Wty is BLANK and Service Provider = STORAGE (24X7) TECHNOLOGY CORP and End Date (after you click the +) has not expired	Job Priority
Above condition it TRUE	24x7

OR

EquipDB Wty is BLANK and the EquipDB Service Group is D1	Job Priority
OR	
The Remedy Notes field calls out an (IMAC) Install-Move-Add-Change to the IT hardware (Not a break/fix request), plus the Service Group is D1	
Above condition it TRUE	
	Per Event
Requester is VIP in Remedy ticket	Per Event Priority

- G. Click **Copy from Request** to populate Problem Description from Service Request tab.
- H. Enter **User Task #** (*Fermilab Project Task Code*)
- This field should be BLANK if EquipDB **Owner** field is "FL/CD". Otherwise obtain information from the requester, if not already indicated in the initial Remedy request – this is for T&M charges.
- I. **"Save"** the MISJOB request
- J. Click **"Summary Report"**
- This report is sent via email to the Service Desk via the old **Helpdesk@fnal.gov** address. This email will have the subject of "Mail sent from requestsummary" and have a text file attached.
4. Open the emailed "requestsummary" attachment as you will need this for step 6
 5. Move the email into the proper email sub folder under "Hardware" that relates to the vendor name. (see Supported Vendors)
 6. Proceed to **4.0 Vendor Specific Procedures** to complete their requirements.

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4.0 VENDOR SPECIFIC PROCEDURES

Description	Vendors will have specific procedures that need to be followed when placing a Hardware service Request in to their support center.
Purpose	Define procedures to meet the vendor requirements for placing a support call.

4.1 ACE COMPUTER Mon-Fri: 8:30am – 6:00pm

Level of warranty and response time: 48hr Mon-Fri standard on-site. Depending on the level of failure, ACE Technician may opt to return the system to Ace Computer for additional parts and testing.

1. If during the EquipDB lookup, the warranty is ACTIVE (Wty = Y), proceed to step 2 below.
If the warranty has expired on the device and there is confirmation from the requester to place a Per Event Service Request with DecisionOne; go to 4.3 Decision One (D1) procedures.
2. Go to the Remedy Hardware Service Request ticket
 - a. Under Quick Links **Functions** select **Email System**
 - b. Click ellipsis to the right of **Email Message Body** to open up the editor tool.
 - c. Select the **Vendor new service request** template and paste it into the **Email Message Body**
 - d. Now, select the text from the **report summary** and paste it into the **Email Message Body** underneath the template and click the OK button.
 - e. Click ellipsis to the right of **Internet E-mail** to open up the editor tool.
 - f. Add the Fermilab listserv list **AceComputers@fnal.gov** to the existing distribution
Do not remove the Remedy requester's address from the distribution.
 - g. Click the **Send Email Now** button to complete the vendor communication process
 - h. Click **Close** to exit the Email System window.
 - i. Go to the Remedy **Vendor** tab
 - j. In the **Vendor Ticket Number** field, enter the MisJob **Request #**
Format: **#(Request number)@ACE**
 - k. Using the Remedy Process Flow bar, change the status of the ticket to Pending "Third Party Vendor Action Req'd"
3. Click the Save button to complete the Remedy procedures.
4. Proceed to **Managing Open Hardware Service Request** procedure.

Ace contacts	Our Distribution List	General Phone
	<u>AceComputers@fnal.gov</u>	
Daniel Arendt	Checked 1/21/2010	847-952-6932
Georgia Landt	Checked 1/21/2010	847-952-6900
Vincent Garcia	Checked 1/21/2010	
John Samborski	Checked 1/21/2010	

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4.2 SUN STORAGE TEK SUPPORT – Support coverage – Monday through Friday 7:00am – 6:00pm

**** Old name Storage Technology Corp (STC) ****

1. If during the EquipDB lookup, the **Proj End Dt** is still valid, proceed to step 2.
 - a. If the **Proj End Dt** has expired, contact the requester to determine if they wish to use Decision One “Per Event” call. If they do, then proceed to 4.3 Decision One (D1).
2. Log a call to SUN and obtain a support ticket number
SUN requires Serial number of device (e.g. Robot, Library Drive Tray) when placing a service call.
 - a. Phone SUN at 800-872-4786 (1-800USA4SUN)
 - i. Phone key menu option (1, 2, 1, 2)
 - b. You should be talking to the SUN support center.
 Notify them that you are calling on behalf of a System Administrator to report a hardware failure and that you are a Service Desk agent for Fermi National Accelerator Laboratory.
 - c. Using the **report summary** document that is open
 - i. Walkthrough the reported issue with the SUN agent
 - ii. The contact name should be the Remedy Ticket Customer information.
 - iii. Confirm the contact information using Remedy.
 - iv. Recording the SUN ticket number
 1. Go-to the Remedy **Vendor** tab
 2. In the **Vendor Ticket Number** field, enter the MisJob **Request #** and SUN ticket number.
 Format: **#{Request number}@STC-SUN({SUN Ticket number})**
3. Go to the Remedy Hardware Service Request ticket
 - a. Under Quick Links **Functions** select **Email System**
 - b. Click ellipsis to the right of **Email Message Body** to open up the editor tool.
 - c. Select the **Vendor new service request** template and paste it into the **Email Message Body**
 - d. Now, select the text from the **report summary** and paste it into the **Email Message Body** underneath the template and click the OK button.
 - e. Click ellipsis to the right of **Internet E-mail** to open up the editor tool.
 - f. Add the SUN Storage Tek FE's (see table below) to the existing distribution.
 Do not remove the Remedy requester's address from the distribution.
 - g. Click the **Send Email Now** button to complete the vendor communication process
 - h. Click **Close** to exit the Email System window.
 - i. Using the Remedy Process Flow bar, change the status of the ticket to Pending “**Third Party Vendor Action Req'd**”
4. Click the Save button to complete the Remedy procedures.
5. Proceed to Managing Open Hardware Service Request procedure.

800-872-4786	Phone options 1, 2, 1, 2	Serial #, Location, Device Name	On-Site 48hr response
Clarence Nash - FE	Email		nashca@northamerica.stortek.com
Joseph Klepczarek			joseph.klepczarek@sun.com

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4.3 DECISION ONE (D1)

Description	Computing Division has several open contracts with Decision One in support of various IT services, desktops, printers and data-center equipment. Decision One has placed two FE's onsite in support these contracts. All Hardware Service Requests are through the Service Desk process and procedures. The table below lists the current contracts and response times.
Purpose	Define procedures to meet our contracted requirements that facilitate the life cycle management of a Hardware Service Request (HSR) placed to Decision One.
Software Tools	EquipDB, MisJob, Remedy and Decision One's Astea are used to facilitate the life cycle management (creating, resolving, and reporting) of Hardware Service Request (HSR). The procedures listed below cover Decision One's Astea and assume you have an active Astea account.

Creating a new Astea ticket!

1. Log into Astea web portal (https://astea.decisionone.com/AsteaAlliance80_Self-Service/)
2. Select the **New Service Request**  from the Self Service menu list.
3. Reviewing the **MisJob Job** tab **Contract Group** field
 - a. If the value is one of (**DECISION ONE BASIC**, **DECISION ONE PRIME**, **DECISION ONE PREMIUM**) GoTo step **b** otherwise GoTo step number **4**.
 - b. Click on **ellipsis**  next to the Product/Item **Serial No:**
 - c. In the **Serial No** field copy and paste the serial number for the **MisJob Job** tab – click search.
 - d. The search should return a match – click on the blue hyper-link to populate the main page
 - i. If search returns a blank, GoTo number **4** to complete the procedures.
 - e. Enter in the Contract field **Request Type: SERVICE** (all uppercase)
 - f. GoTo step number **9** to complete the procedures.
4. Click on **ellipsis**  next to the “**Site ID**”

The popup window allows you to search for the appropriate site Contract.

 - a. Delete all text in the **Description** field and then click the Search button.
A listing of the contracts will show up.
 - b. Based on the data in MisJob **Job Priority** and **Service Group** select the matching contract name by clicking on the blue contract number in the site column.

Job Priority	Service Group	Contract number	Contract name
Per Event Per Event Priority	D1	E856471292691	PI – Per Event Best Effort
Upgrade/Install	D1	E856471298321	Upgrade /Install – Best Effort
Normal	D1-5434569	E856471298322	Dell - Contracted Servers
Normal	D1ASA	E856471212419	ASA Warranty support

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5. Enter in the Contract field **Request Type: SERVICE** (all uppercase)
6. Enter in the Product/Item field **Product SITEITEM** (all uppercase)
7. Copy the **Site ID** number and paste it into the Product/Item **Serial No:**
8. Click in the **Item Descr.:** field to get a popup window, then click on the Serial No., first line item to populate field.
9. Enter in the **Problem Code** field ***Open*** (case sensitive)
10. Select the text from the ***report summary*** and paste it into the **Problem:** fields.
11. Click the **Save and Continue** from the top menu choices.
12. A popup box will show up after step 10, close it by clicking on the red X
13. Copy the Astea **Request** number (starts with SV) and paste into the **Vendor Log#** (MisJob form) and click Save to complete the MisJob
14. Close the ***report summary*** file.
15. Go to the Remedy **Vendor** tab
 - a. In the **Vendor Ticket Number** field, enter the MisJob **Request #** and Astea **Request number**
 Format: #{Request number}@D1({Astea Request number})
16. Using the Remedy Process Flow bar, change the status of the ticket to Pending "Third Party Vendor Action Req'd"
17. Click the Save button to complete the Remedy procedures.
18. In the Astea form; Importance **Reference** field, enter the MisJob **Request #**
19. Click **Save** on the top menu to complete the Astea ticket creation process
20. Proceed to **Managing Open Hardware Service Request** procedure.

		Site Contract number	Site Contract name
800-777-8800	Options 1, 2, 3, 2	E856471201594	<u>Basic</u> – Traditional, 8hr response
		E856471203474	<u>Prime</u> – Traditional, 4hr response
		E856471203571	<u>Premium</u> – Traditional, 4hr 24x7
		E856471292691	<u>Per Event</u> – Best Effort
		E856471298321	<u>Upgrade/Install</u> – Best Effort
		E856471298322	<u>Dell</u> - Contracted Servers
		E856471212419	<u>ASA</u> Warranty support
Mike Miletic – FE	Ext/Email		Ext. 8026, mmiletic@fnal.com
Mike Pierce – FE	Ext/Email		Ext. 4941, mpierce@fnal.gov

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4.4 KOI COMPUTERS SYSTEMS (KOI) Mon-Fri 9:00am – 6:00pm

Level of warranty and response time: 4hr Mon-Fri standard on-site. Depending on the level of failure, KOI Technician may opt to return the system to KOI Computers for additional parts and testing.

1. If during the EquipDB lookup, the warranty is ACTIVE (Wty = Y), proceed to step 2 below.
If the warranty has expired on the device and there is confirmation from the requester to place a Per Event Service Request with DecisionOne; go to 4.3 Decision One (D1) procedures.
2. Go to the Remedy Hardware Service Request ticket
 - a. Under Quick Links **Functions** select **Email System**
 - b. Click ellipsis to the right of **Email Message Body** to open up the editor tool.
 - c. Select the **Vendor new service request** template and paste it into the **Email Message Body**
 - d. Now, select the text from the **report summary** and paste it into the **Email Message Body** underneath the template and click the OK button.
 - e. Click ellipsis to the right of **Internet E-mail** to open up the editor tool.
 - f. Add the Fermilab listserv list **KOIComputers@fnal.gov** to the existing distribution
Do not remove the Remedy requester's address from the distribution.
 - g. Click the **Send Email Now** button to complete the vendor communication process
 - h. Click **Close** to exit the Email System window.
 - i. Go to the Remedy **Vendor** tab
 - j. In the **Vendor Ticket Number** field, enter the MisJob **Request #**
Format: **#(Request number)@KOI**
 - k. Using the Remedy Process Flow bar, change the status of the ticket to Pending "Third Party Vendor Action Req'd"
3. Click the Save button to complete the Remedy procedures.
4. Proceed to **Managing Open Hardware Service Request** procedure.

KOI contacts	Email Address	Our Distribution List	General Phone
		KoiComputers@fnal.gov	
Jerry Camacho	gerardo@koicomputer.com	Added to list 1/21/2010	630-627-8811
	Fanny@koicomputer.com	Added to list 1/21/2010	
	stan@koicomputer.com	Added to list 1/21/2010	

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4.5 SILICON MECHANICS Mon-Fri 8:00am – 8:00pm CDT

On-site support provided through Source Support

A Serial Number is **REQUIRED** to process this request

If the serial number is NOT provided in the Remedy ticket and the lookup via EquipDB doesn't display a serial number, reply to the requester **through the Remedy ticket via email** requesting missing serial number.

NOTE: The requester and/or Silicon Mechanics may choose to have the requestor's local system administrator receive and install parts without the dispatch of a vendor technician. In this case, the requester has assumed the responsibility as the single point of contact, to update Remedy and/or the Service Desk on the status of the repair. **The Remedy ticket should be assigned to the requester for completion where the vendor has not dispatched a technician. e.g. Hot Swappable Hard Drive.**

- If during the EquipDB lookup, the warranty is ACTIVE (Wty = Y), proceed to step 2 below.
If the warranty has expired on the device and there is confirmation from the requester to place a Per Event Service Request with DecisionOne; go to 4.3 Decision One (D1) procedures.
- Go to the Remedy Hardware Service Request ticket
 - Under Quick Links **Functions** select **Email System**
 - Click ellipsis to the right of **Email Message Body** to open up the editor tool.
 - Select the **Vendor new service request** template and paste it into the **Email Message Body**
 - Now, select the text from the **report summary** and paste it into the **Email Message Body** underneath the template and click the OK button.
 - Click ellipsis to the right of **Internet E-mail** to open up the editor tool.
 - Add **support@siliconmechanics.com** to the existing distribution
Do not remove the Remedy requester's address from the distribution.
 - Click the **Send Email Now** button to complete the vendor communication process
 - Click **Close** to exit the Email System window.
 - Go to the Remedy **Vendor** tab
 - In the **Vendor Ticket Number** field, enter the MisJob **Request #**
Format: **#(Request number)@SILICON MECH**
 - Using the Remedy Process Flow bar, change the status of the ticket to Pending "Third Party Vendor Action Req'd"
- Click the Save button to complete the Remedy procedures.
- Proceed to **Managing Open Hardware Service Request** procedure.

Contacts	Email Address	General Phone
	support@siliconmechanics.com	888-746-3241
David Clark – FE		312-933-8383

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5.0 MANAGING OPEN HARDWARE SERVICE REQUEST

Description

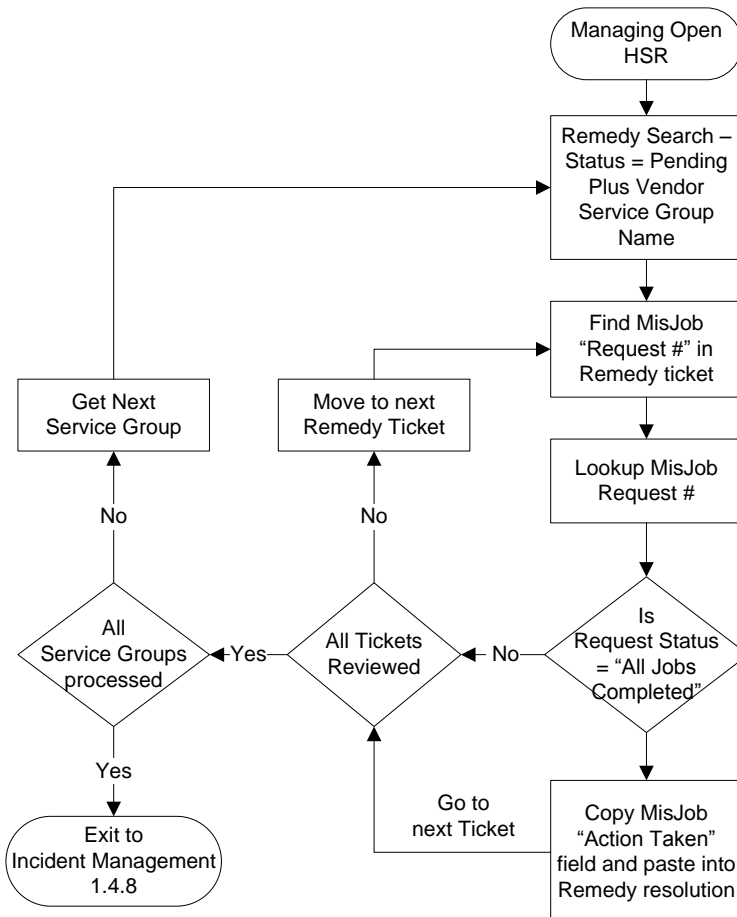
The need to manage open Hardware Service Requests is due to the abilities of the various vendors to access the Fermilab Hardware Service Request ticketing system and the monitoring of vendor specific contracts or warranties through reporting of Key Performance Indicators (KPI).

Purpose

Monitoring vendor response times via reports indicating Mean Time To Repair (MTTR). Within the Decision One contract MTTR is defined as:

Mean Time to Restore (MTTR) is the average for all tickets over a one-month period for each service level. MTTR = the Total 'Down Time' excluding Customer Deferred time (in hours) for all Trouble Tickets in a Month / Total Number of Trouble Tickets.

5.01 MANAGING OPEN HARDWARE PROCESS FLOW



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5.1 DECISION ONE (D1)

Description

Decision One tickets are managed using Remedy and MisJob ticketing systems. The daily reporting and KPI's are generated from MisJob until the Remedy report server is operational with similar reporting. There are two on-site Decision One Customer Service Engineers (CSE) working D1 assigned hardware service requests. The CSE's work (update, resolve) all assigned tickets using the MisJob system and their Astea system.

5.1.1 DECISION ONE CONTRACTED SERVICE LEVEL

SERVICE LEVEL	COVERAGE	RESPONSE TIME	MTTR	Fermilab Holidays
PREMIUM MMC	24x7	4 Hours	16 Hours	Included
PRIME MMC	9x5	4 Business Hours	16 Business Hours	Excluded
BASIC MMC	9x5	8 Business Hours	16 Business Hours	Excluded
PER EVENT	9x5	8 Business Hours	40 Business Hours	Excluded
IMAC Install/Move/Add/Change	9x5	8 Business Hours	n/a (timeline negotiated at time of request)	Excluded

When managing tickets assigned to this vendor, you will need to search within the Remedy ticketing system for all **Vendor Ticket Number** with a search string of **%D1%** and a status of **Pending**.

- Open up Remedy **Search Incident**
 - On the Vendor tab, **Vendor Ticket Number** enter **%D1%**
 - In the **Status*** field, select **Pending**
 - Click **Search** button to retrieve matching tickets.
 - Scroll through each ticket reviewing the **Vendor Ticket Number** field, looking at the MisJob **Request #**. (See section 4.3 step 14 for details) and entering the number into the MisJob systems looking for a **Request Status** of **All Jobs Completed**
- Request Status** is equal to **All Jobs Completed**
 - In MisJob click on the **Job** tab
 - Select and copy all of the text in the **Action Taken** field
 - In the corresponding Remedy ticket click on the Process Flow (gold bar) down arrow to and select **Resume** to take the ticket out of Pending status.
 - Click the same down arrow and select **Next Stage Incident Closure**
 - Paste the selected text from MisJob into the **Resolution**
 - Select the **Status Reason No Further Action Required**
 - Click on the **Optional Information** tab at the top of this windows
 - Under the **Resolution Product Categorization**
 - Tier 1 = Hardware
 - Tier 2 = Select the appropriate value based on what was being worked on.
 - Click **Save** to complete the resolution process
- Go to Step 1d to continue the process until all D1 tickets have been checked.

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5.2 ACE COMPUTERS

5.2.1 ACE COMPUTERS SERVICE LEVEL

SERVICE LEVEL	COVERAGE	RESPONSE TIME	MTTR	Fermilab Holidays

When managing tickets assigned to this vendor, you will need to search within the Remedy ticketing system for all **Vendor Ticket Number** with a search string of **%ACE%** and a status of **Pending**.

- Open up Remedy **Search Incident**
 - On the Vendor tab, **Vendor Ticket Number** enter **%ACE%**
 - In the **Status*** field, select **Pending**
 - Click **Search** button to retrieve matching tickets.
 - On the Remedy ticket, click on the **Work Info** tab
 - Review the **Work Info History** log looking for **Customer Communication** Vendor FE resolution statement.
 - If no resolution go to step 3
 - Copy resolution statement into clipboard
 - Click on the Process Flow (gold bar) down arrow to and select **Resume** to take the ticket out of Pending status.
 - Click the same down arrow and select **Next Stage Incident Closure**
 - Paste the clipboard text from the resolution statement into the **Resolution**
 - Select the **Status Reason** **No Further Action Required**
 - Click on the **Optional Information** tab at the top of this windows
 - Under the **Resolution Product Categorization**
 - Tier 1 = Hardware
 - Tier 2 = Select the appropriate value based on what was being worked on.
 - Click **Save** to complete the resolution process
- Enter the MisJob **Request #** into MisJob to retrieve the job (See **Vendor Ticket Number for Request #**).
 - In MisJob click on the **Job** tab
 - In the **Action Taken** field, paste the clipboard text.
 - Enter the vendor log number is supplied
 - Change **Current Status** field to **Completed**
 - Click the **Save** icon to complete the MisJob process.
- Go to Step 1d to continue the process until all ACE tickets have been checked.

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5.3 KOI COMPUTERS)

5.3.1 KOI COMPUTERS SERVICE LEVEL

SERVICE LEVEL	COVERAGE	RESPONSE TIME	MTTR	Fermilab Holidays

When managing tickets assigned to this vendor, you will need to search within the Remedy ticketing system for all **Vendor Ticket Number** with a search string of **%KOI%** and a status of **Pending**.

- Open up Remedy **Search Incident**
 - On the Vendor tab, **Vendor Ticket Number** enter **%KOI%**
 - In the **Status*** field, select **Pending**
 - Click **Search** button to retrieve matching tickets.
 - On the Remedy ticket, click on the **Work Info** tab
 - Review the **Work Info History** log looking for **Customer Communication** Vendor FE resolution statement.
 - If no resolution go to step 3
 - Copy resolution statement into clipboard
 - Click on the Process Flow (gold bar) down arrow to and select **Resume** to take the ticket out of Pending status.
 - Click the same down arrow and select **Next Stage Incident Closure**
 - Paste the clipboard text from the resolution statement into the **Resolution**
 - Select the **Status Reason** **No Further Action Required**
 - Click on the **Optional Information** tab at the top of this windows
 - Under the **Resolution Product Categorization**
 - Tier 1 = Hardware
 - Tier 2 = Select the appropriate value based on what was being worked on.
 - Click **Save** to complete the resolution process
- Enter the MisJob **Request #** into MisJob to retrieve the job (See **Vendor Ticket Number for Request #**).
 - In MisJob click on the **Job** tab
 - In the **Action Taken** field, paste the clipboard text.
 - Enter the vendor log number is supplied
 - Change **Current Status** field to **Completed**
 - Click the **Save** icon to complete the MisJob process.
- Go to Step 1d to continue the process until all KOI tickets have been checked.

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5.4 SUN STORAGE TEK SUPPORT

5.4.1 SUN STORAGE TEK SUPPORT

SERVICE LEVEL	COVERAGE	RESPONSE TIME	MTTR	Fermilab Holidays

When managing tickets assigned to this vendor, you will need to search within the Remedy ticketing system for all **Vendor Ticket Number** with a search string of **%STC-SUN%** and a status of **Pending**.

1. Open up Remedy **Search Incident**
 - a. On the Vendor tab, **Vendor Ticket Number** enter **%STC-SUN%**
 - b. In the **Status*** field, select **Pending**
 - c. Click **Search** button to retrieve matching tickets.
 - d. On the Remedy ticket, click on the **Work Info** tab
 - i. Review the **Work Info History** log looking for **Customer Communication** Vendor FE resolution statement.
 - ii. If no resolution go to step 3
 - e. Copy resolution statement into clipboard
 - f. Click on the Process Flow (gold bar) down arrow to and select **Resume** to take the ticket out of Pending status.
 - g. Click the same down arrow and select **Next Stage Incident Closure**
 - h. Paste the clipboard text from the resolution statement into the **Resolution**
 - i. Select the **Status Reason** **No Further Action Required**
 - j. Click on the **Optional Information** tab at the top of this windows
 - k. Under the **Resolution Product Categorization**
 - i. Tier 1 = Hardware
 - ii. Tier 2 = Select the appropriate value based on what was being worked on.
 - iii. Click **Save** to complete the resolution process
2. Enter the MisJob **Request #** into MisJob to retrieve the job (See **Vendor Ticket Number for Request #**).
 - a. In MisJob click on the **Job** tab
 - b. In the **Action Taken** field, paste the clipboard text.
 - c. Enter the vendor log number is supplied
 - d. Change **Current Status** field to **Completed**
 - e. Click the **Save** icon to complete the MisJob process.
3. Go to Step 1d to continue the process until all SUN STC tickets have been checked.

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5.5 SILICON MECHANICS

5.5.1 SILICON MECHANICS

SERVICE LEVEL	COVERAGE	RESPONSE TIME	MTTR	Fermilab Holidays

When managing tickets assigned to this vendor, you will need to search within the Remedy ticketing system for all **Vendor Ticket Number** with a search string of %SILICONMEC% and a status of Pending.

- Open up Remedy **Search Incident**
 - On the Vendor tab, **Vendor Ticket Number** enter %SILICONMEC%
 - In the **Status*** field, select **Pending**
 - Click **Search** button to retrieve matching tickets.
 - On the Remedy ticket, click on the **Work Info** tab
 - Review the **Work Info History** log looking for **Customer Communication** Vendor FE resolution statement.
 - If no resolution go to step 3
 - Copy resolution statement into clipboard
 - Click on the Process Flow (gold bar) down arrow to and select **Resume** to take the ticket out of Pending status.
 - Click the same down arrow and select **Next Stage Incident Closure**
 - Paste the clipboard text from the resolution statement into the **Resolution**
 - Select the **Status Reason** **No Further Action Required**
 - Click on the **Optional Information** tab at the top of this windows
 - Under the **Resolution Product Categorization**
 - Tier 1 = Hardware
 - Tier 2 = Select the appropriate value based on what was being worked on.
 - Click **Save** to complete the resolution process
- Enter the MisJob **Request #** into MisJob to retrieve the job (See **Vendor Ticket Number for Request #**).
 - In MisJob click on the **Job** tab
 - In the **Action Taken** field, paste the clipboard text.
 - Enter the vendor log number is supplied
 - Change **Current Status** field to **Completed**
 - Click the **Save** icon to complete the MisJob process.
- Go to Step 1d to continue the process until all SILICONMEC tickets have been checked.

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VENDOR EMAIL TEMPLATES

Purpose

These templates are to be used during email communication via the remedy ticket email function. Communication between vendors, vendor field support agents, customers are to go through the ticket email function.

VENDOR NEW SERVICE REQUEST

Hello,

This is a new service request!

Please reply to this email without changing the subject line as your reply will be entered into our ticketing system directly.

Information needed:

Your internal tracking number for this service request.

Resolution to this service request when completed.

Thank you

Fermilab Service Desk

=====
Shipping Address:
Kirk & Wilson Streets
Receiving Department
Batavia, IL 60510
=====

Details of the service request are below!
=====

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REQUESTING ADDITIONAL INFORMATION FROM CUSTOMER

Hello,

I have reviewed your request {request number} and the node named {Node name} is {in or out} of warranty. If we are to process this request we will need to have a Fermilab project task code to charge the parts or labor too. A cost estimate will be provided prior to the procurement of parts.

If you would like to cancel this request, please let us know.

Please reply to this email without changing the subject line as your reply will be entered into our ticketing system directly.

Information needed to process this request!

A valid Fermilab Task

Thank you

Fermilab Service Desk

SUPPORTED VENDORS

Name	Date	Email folder	Comments
ACE Computers	--	Hardware/ACE	Historical vendor
SUN Storage Technology Corp (STC)	--	Hardware/STC-SUN	Historical vendor
Decision One (D1)	--	Hardware/D1	Historical vendor
KOI Computers	--	Hardware/KOI	Historical vendor
Silicon Mechanics	9/1/2009	Hardware/ Silicon Mechanics (Source Support)	Fall 2009